



GovDelivery Overview

What's New @ GovDelivery

February 16, 2012

Maximizing direct connections with the public through digital communications



Effectiveness – Reach More People

Dramatically increase the number of people you reach directly

Efficiency – Automate Complex Communications

Streamline communication across email, SMS, social media and other channels

Engagement – Create Mission Value

Drive users to the online and offline activities that create the most value for the public and your agency **s1**

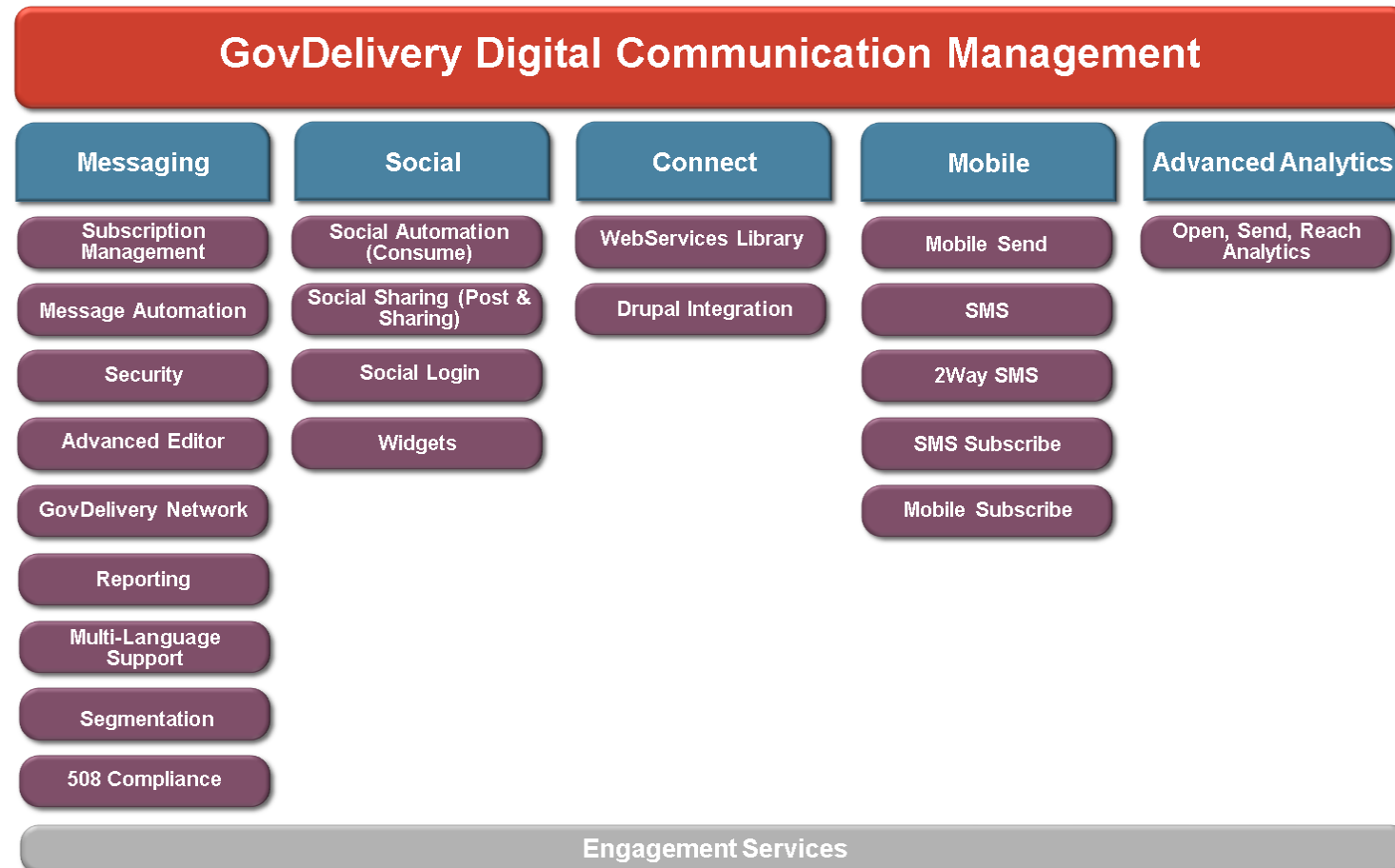
Slide 2

s1

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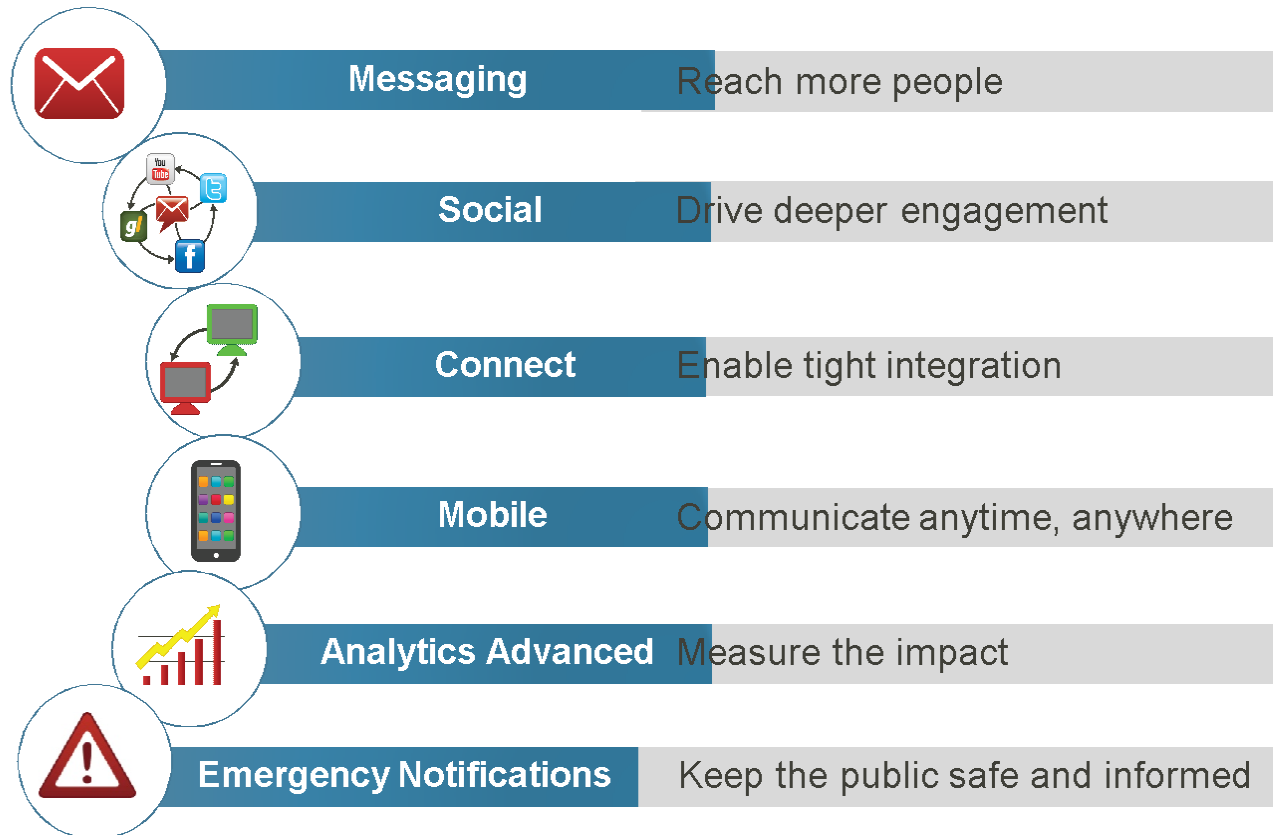
scott, 8/24/2011

Overview of DCM Capabilities

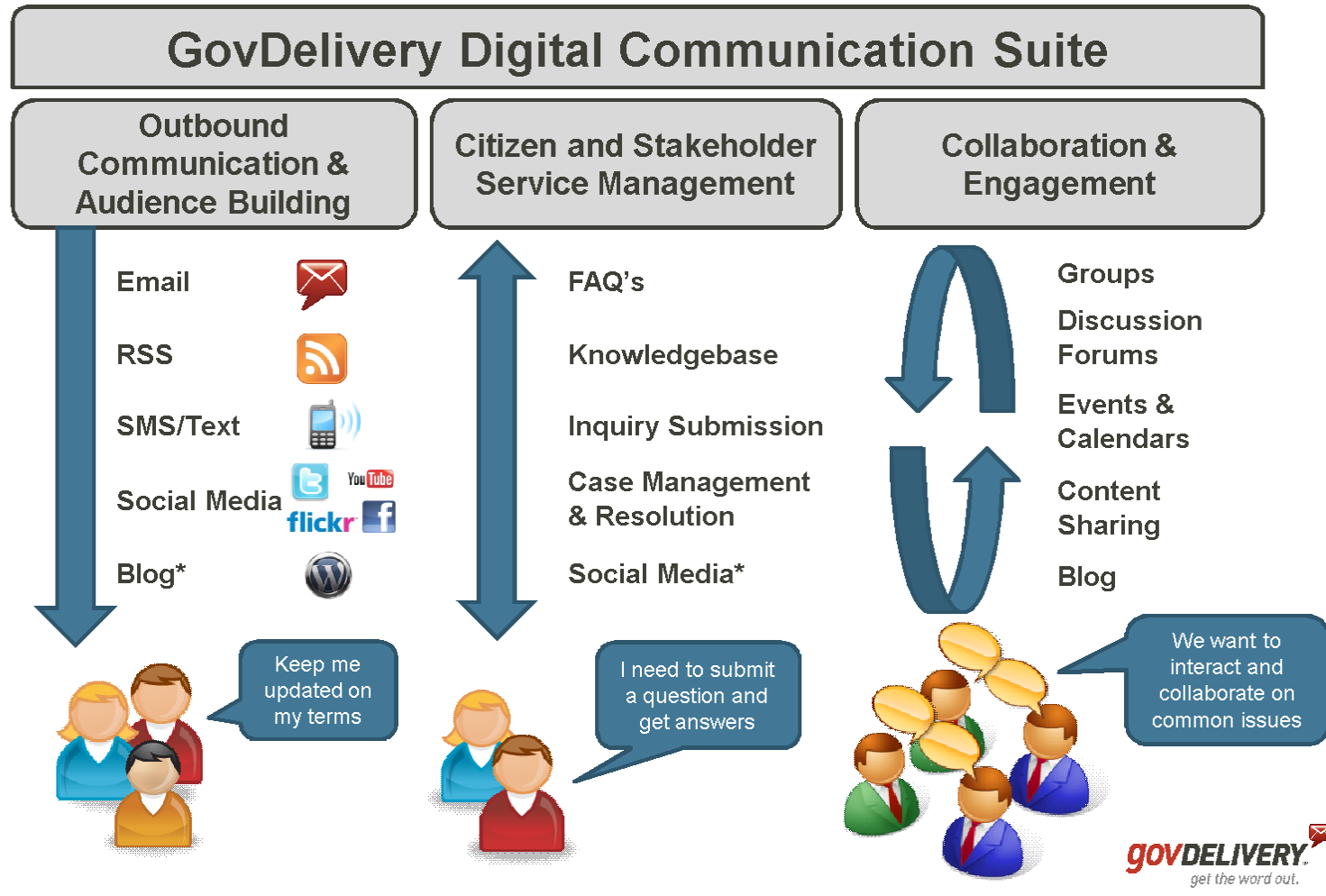


Overview of Digital Communication Management

Automated system that uses email, text messaging, RSS and social media to notify citizens about specific topics of interest



Digital Communication and Engagement



GovDelivery Citizen Service Management

Improve Service to the Public

- Knowledge-based FAQ for self service
- Website visitors can submit questions, inquiries, and requests
- Automated correspondence while cases are being processed
- Ability to review status 24/7

Save Time and Money on Administrative Tasks

- Workflow and case management
- Escalation, notification and reporting
- Easy internal collaboration and routing
- Rapid access to case information and reports

GovDelivery Collaboration

Inform → Engage → Collaborate

GovDelivery Collaboration is a secure, flexible and easy to manage platform ideal for driving online and offline stakeholder engagement.

- Secure and scalable SaaS platform
- Collaborate with internal and external stakeholders
- Leverage email to support collaboration from anywhere

GovDelivery Collaboration capabilities include:

Groups

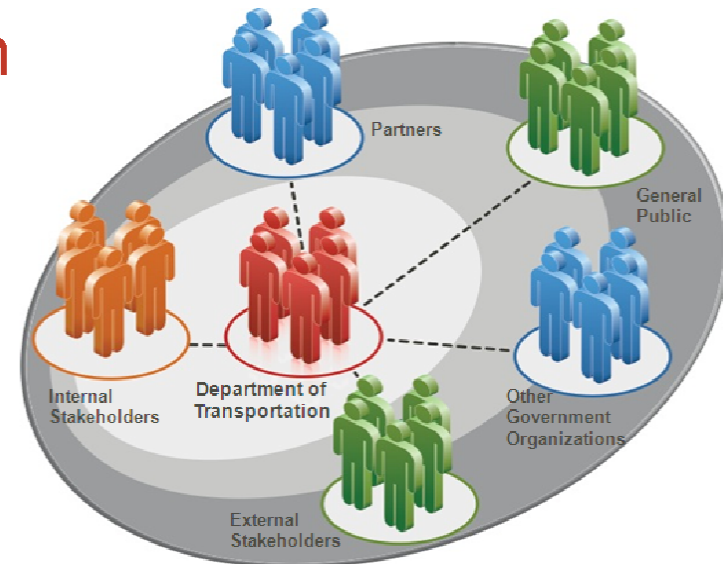
Surveys
and Polls

Blogs

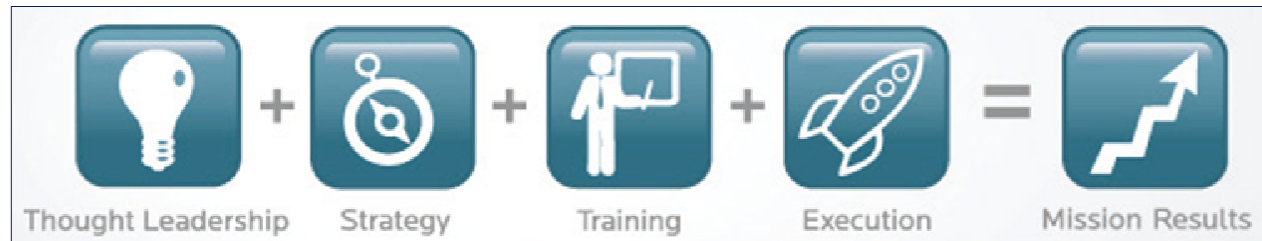
Discussion
Forums

Calendars

Documents



GovDelivery Engagement Services

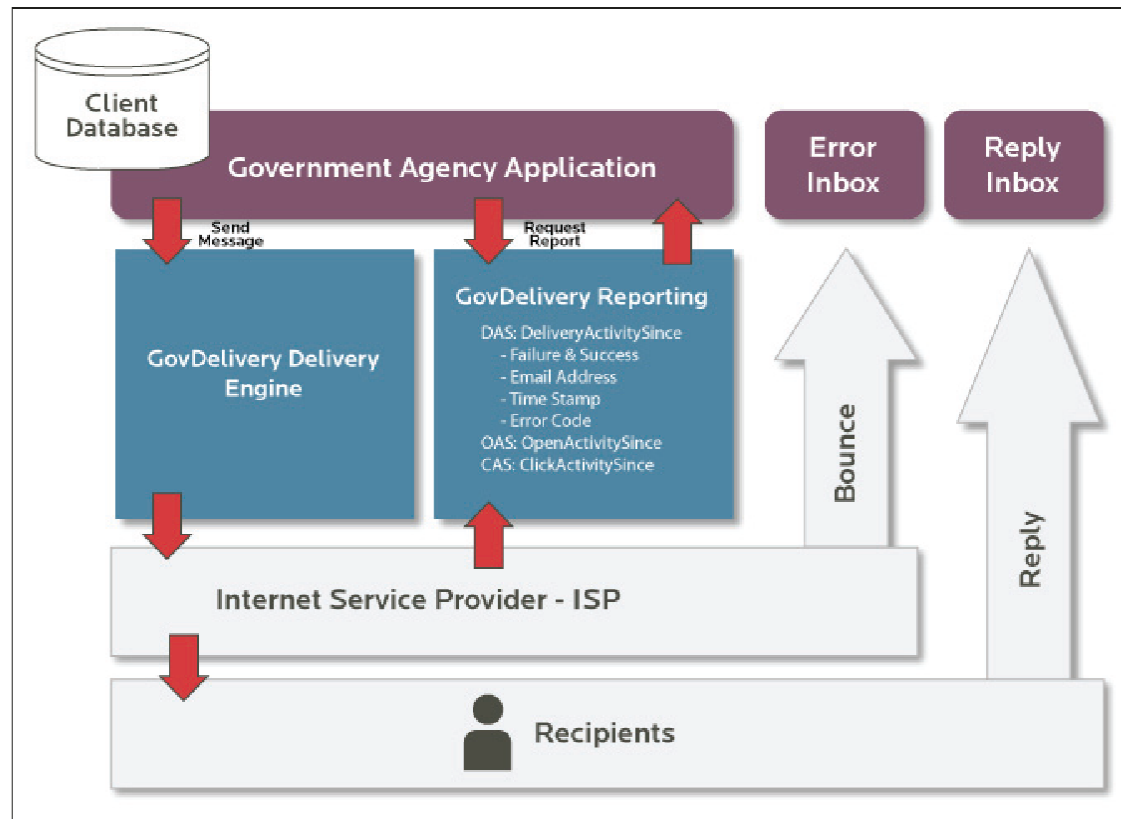


A Deeper Dive:

- Expand Program Awareness
- Accelerate Adoption of Online Services
- Support Citizen Engagement
- Improve Citizen Services
- Reduce Service Delivery Costs
- Complement and Support Existing Staffing

Transactional Messaging Service (TMS)

Email As Reliable As An “Express Package”



- Reduce
- Improve
- Integrate
- Analyze

Reverse Dialing

Reverse Dial provides high speed, automated mass calling capabilities that will allow for users to quickly administrate a call to a predefined group, geographical user defined area as well as other calling attributes such as groups, lists, and the ability to filter on user interest , request or need.

Important Features and Functionality	
Text To Speech Conversion Technology	High Speed Mass Dialing throttling over 100k calls / hour
Custom geographical polygon, radius and zone targeting	Dedicated Local Number and Customized Caller ID
Public and Private Group Functionality	Ability to Schedule Alerting Campaigns for the future
Answering Machine Detection & Message Playback	Ability to call all phones and retry numbers
Create Message Templates and reuse old messages	GIS and on the fly Geo-coding of User Registration
Multilevel Administrator Access and Permissions	Custom Voice Surveys and Wellness Check Calling
Dynamic Real-Time Reporting and Results	Dedicated Network for ONLY Emergency Dialing
Manage (public / private) telephone data from phone co.	Proprietary list optimization for phone company data
Ability to retrieve messages online and download audio	Connects and feeds to Portal and Social Media
Manage lists and data from 3 rd Parties inside portal	Open API to connect to other 3 rd party systems

DCM New Features

- Increased Social Media Options
- Automation
- Help Desk (knowledge.govdelivery.com)
- Customization/Macros
- Advanced Filters
- Auto Responder
- Send by Email
- Upgraded Reporting – Mid-year
- Additional ABE Features – Ongoing

Questions?

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